Agent Security

Vocabulary to Know

Before beginning reading this document, become familiar with these terms and their definitions.

Agent ID

A login created to allow an employee to log into the Galaxy System.

Category

Categories are a group of Synonyms, generally created to give access to menus and programs that relate to each other. For instance, RES can be created and any agents that should have access to reservation processes would be given this category.

Process Code

A Process Code is a 'code' or group of letters/numbers assigned by the programmer to the program that has been written. The code is unique and is a 'pointer' to where the program is actually stored on the system. You can access a program directly by entering the Process Code anywhere the system asks for 'Enter Selection'. As some Process Codes may be cumbersome to remember or type, the user may create their own Synonym codes to point to a Process Code.

Security Flags

Security Flags are parameters in the system that can restrict access to certain function in the system.

Synonym

Synonyms are alternate Process Codes. These can be the same as the Process Code, or can be user defined. A synonym unlike a process code may be modified. Synonyms may also be assigned specific passwords for security purposes.
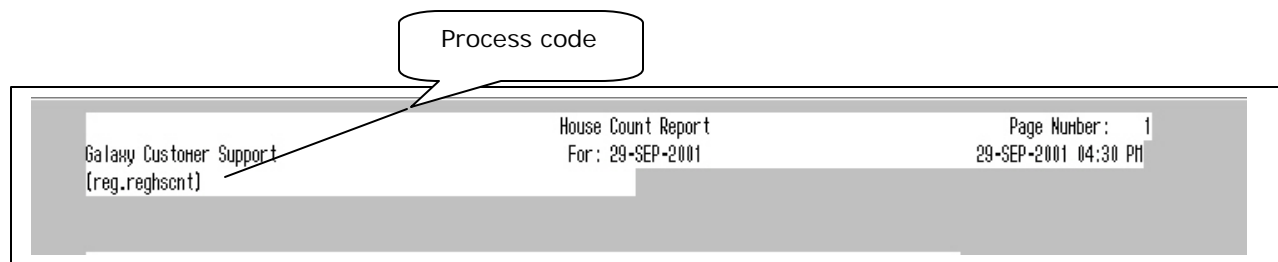
Synonym Maintenance

Synonyms are used by agents to run specific menus, programs and functions. Synonyms will allow systems managers to assign alternate process codes to the actual (system-defined) process codes. Synonyms may also be assigned specific passwords for security purposes.

Synonym Codes as alternates to process code. These codes can be changed

Synonym Code is same as process code. This cannot be changed

```
Galaxy Resort              SYNONYM MAINTENANCE      Date: 29-SEP-2001 SAT
Galaxy Customer Support                             Time: 03:43 PM

     Synonym        Password        Process        Description         (1 of 3)
 ea              never          exparvl        Expected Arrival Report
 exarv                          exparvl        Expected Arrival Report
 exparvl                        exparvl        Expected Arrival Report
```
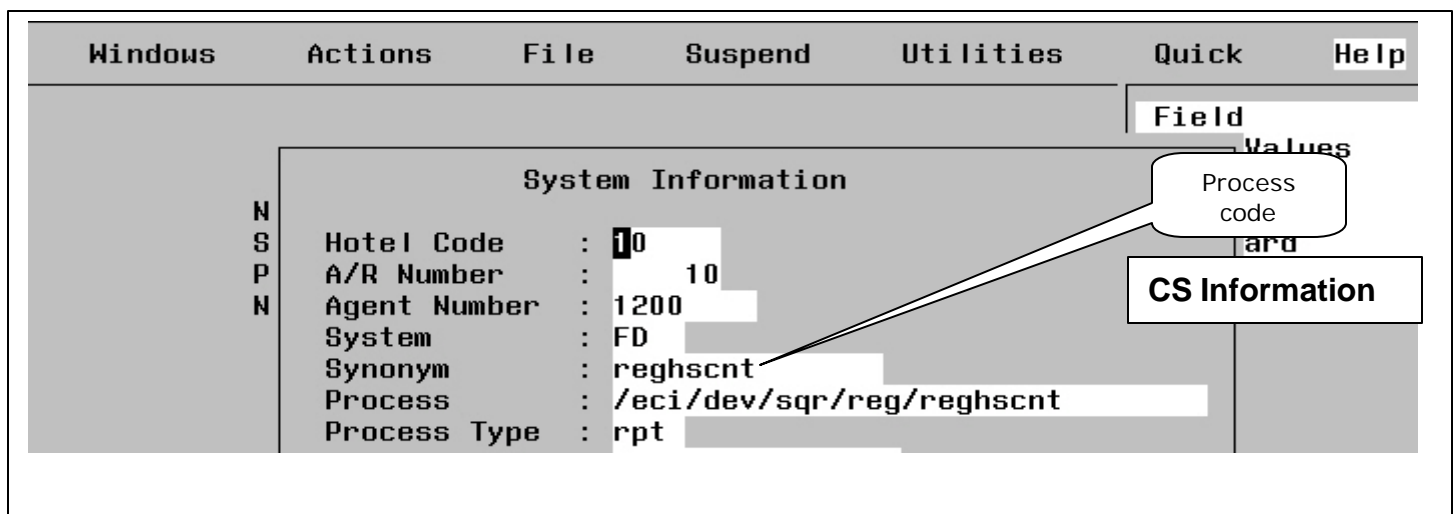
1.   From the main menu, select Database Maintenance
2.   Select Security Menu
3.   Select Synonym
        - **Synonym** – Alternate or actual process code in the system
        - **Password** – The password assigned to the synonym code. The password is displayed on the screen.
        - **Process** – Actual process code assigned in the system
        - **Description** – Description of this process code.
4.   To create a synonym code,
        - Enter in the alternate code at synonym.
        - Enter to password and assign a password if required. Leave blank if not required.
        - Enter to Process and enter in the actual process code [list values].
        - Press [save].
5.   To delete a synonym code. Note that only synonym codes can be deleted. When the synonym code and the process code are the same, the code can be deleted.
        - Press [enter query] at the synonym code field.
        - Enter in the synonym code to assign password for.
        - Press [execute query] to display the code.
        - Press the delete key.
        - A prompt is displayed "Are you sure? (Y/N)" Answer "Y" to delete the code. Answer "N" to leave the code as is.
        - Press [save].
6.   To add a password to an existing code
        - Press [enter query] at the synonym code field.
        - Enter in the synonym code to assign the password for.
        - Press [execute query] to display the code.
        - Enter to password field and type in the password. This password will be displayed on the screen.
        - Press [save].

7. To change a password to a synonym code
   - Press [enter query] at the synonym code field.
   - Enter in the synonym code to change the password for.
   - Press [execute query] to display the code.
   - Enter to password field and type over the current password the new password. This password will be displayed on the screen.
   - Press [save].
8. To remove a password from an existing code
   - Press [enter query] at the synonym code field.
   - Enter in the synonym code to remove the password for.
   - Press [execute query] to display the code.
   - Enter to password field and press space bar to remove the password.
   - Press [save].
9. Two ways to look up a process code from the application:

Process code

```
                                            House Count Report                    Page Number:    1
Galaxy Customer Support                      For: 29-SEP-2001                 29-SEP-2001 04:30 PM
(reg.reghscnt)
```

A. The top left hand corner of the report.

B. Through the navigator function. This works for both reports and screens.
   - Press F1 [navigator].
   - Press H for help.
   - Press C for CS information.
   - Look at the Process line and after the last slash is the process code.

```
Windows      Actions      File      Suspend      Utilities      Quick      Help

                                                            Field

                                                                 Values
                      System Information
   N                                                         Process
   S     Hotel Code     : 10                                   code          ard
   P     A/R Number     :       10
   N     Agent Number   : 1200                            CS Information
         System         : FD
         Synonym        : reghscnt
         Process        : /eci/dev/sqr/reg/reghscnt
         Process Type   : rpt
```
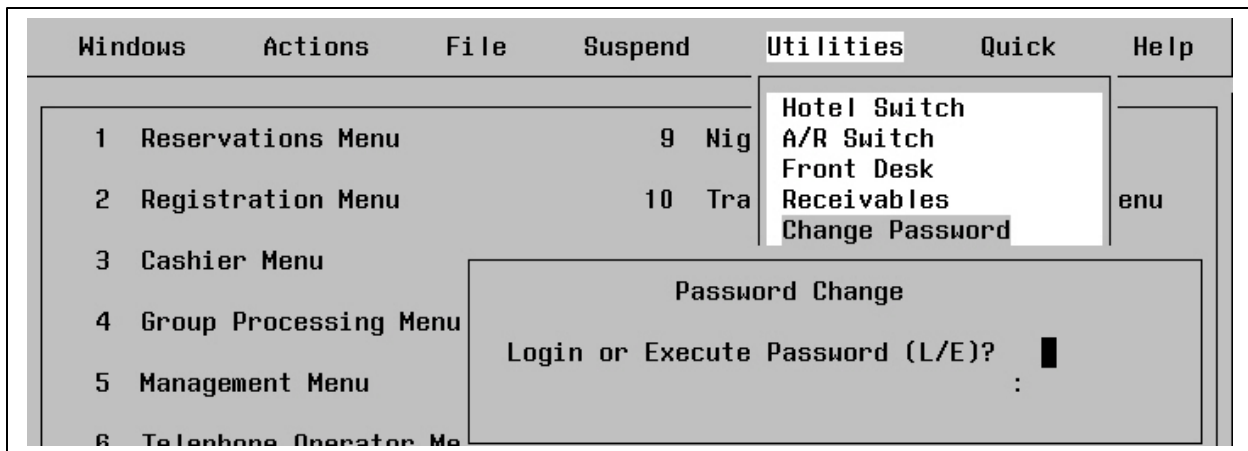
Setting Up Agents

This document is designed to give a generic idea of how agents can be set up. Each hotel is different and the way agent security is maintained is unique. The hotel's procedures will supersede this document.

Creating Agents

```
Galaxy Resort                  AGENT MAINTENANCE        Date: 29-SEP-2001 SAT
Galaxy Customer Support                                 Time: 04:46 PM

        Agent ID          200                           (1 of 1)

        Agent Name        Galaxy Customer Support
        Login System      FD    Front Desk
        Login Hotel       10        Galaxy Resort
        Login Password
        Execute Password
        Home Phone
        Work Phone

 * Employee Information          * Hotel Security

   Deposit Box Assign            * A/R Security

 * Security Flags                  Screen Run Order
```

1.   From the main menu, select Database Maintenance
2.   Select Security Menu
3.   Select Agent Maintenance
   - **Agent ID** – The ID the agent will use to log in. This can be a combination of number or letters up to 8 digits in length.
   - **Agent Name** – The name of the Agent associated with the Agent Code.
   - **Login System** – The default hotel the agent will log on too.
   - **Login Password** - The password associated for the agent to login to system. The system does not show the password. If the agent forgets their password, it can be change here.
   - **Execute Password** – The execute password for agents that need to authorize overrides. The system does not show the password. If the agent forgets their password, it can be change here.
   - **Home Phone** – The home phone number for the agent.
   - **Work Phone** – The work phone number for the agent.

4. To copy this agent to make another agent
    - Press [actions].
    - Press enter when the copy all box appears.
    - Answer "Y" to the question any changes to this agent will be saved when copy begin (Y/N)?   If you answer "N", the copy will not occur.
    - Enter in agent ID and Agent name and modify agent as needed.

5. To delete an agent:
    - Enter the Agent ID to be deleted at Agent ID.
    - Press the delete key.
    - The question "are you sure (Y/N)" appears at bottom of screen. Answering "Y" will delete the agent; answering "N" will not delete the agent.
    - Press [save].
6. To change an agents Login password
    - Enter agent id [list values] at agent id.
    - Enter to login password.
    - Type in new password.
    - Press [save}.
7. To change an agents executions password
    - Enter agent id [list values] at agent id.
    - Enter to login password.
    - Type in new password.
    - Press [save}.

```
 Windows      Actions      File      Suspend     Utilities      Quick       Help

                                                  ┌──────────────────────┐
 ┌──────────────────────────────────────────┐    │ Hotel Switch         │
 │                                           │    │ A/R Switch           │
 │  1   Reservations Menu          9   Nig   │    │ Front Desk           │
 │                                           │    │ Receivables          │ enu
 │  2   Registration Menu         10   Tra   │    │ Change Password      │
 │                                           │    └──────────────────────┘
 │  3   Cashier Menu          ┌──────────────────────────────────────────┐
 │                            │            Password Change                │
 │  4   Group Processing Menu │                                           │
 │                            │ Login or Execute Password (L/E)?    █      │
 │  5   Management Menu        │                                    :     │
 │                            │                                           │
 │  6   Telephone Operator Me └──────────────────────────────────────────┘
```

8. For an agent to change their own login or password.
    - Press [navigator].
    - Press "U" for utilities
    - Arrow down to change password or press "C" for change password
    - Valid options are "L" or "E". Press "L" to change login password or "E" to change execution password. An execution password must be set up first in agent security to change it here.
    - Enter in current password.
    - Enter in the new password.
    - Re-enter the new password.
    - If the passwords match, the screen exit out of the [navigator]. If they do not, the following message appears "Invalid – Does not match NEW LOGING PASSWORD"

```
Galaxy Resort                    AGENT MAINTENANCE          Date: 29-SEP-2001 SAT
Galaxy Customer Support                                     Time: 06:15 AM


  Hotel Security: Agent ID 1200      Galaxy Customer Support

        Hotel            Hotel Name              Starting Menu    Login
     *  30       Galaxy Suites                   menutop            N
        7651     Galaxy Hotel                    menutop            N
        10       Galaxy Resort                   menutop            Y

     Category                     Category Description
     ECI             ECI Customer Support Processes
     GEN             General Processes
     CSH             Cashiering
     RES             Reservation Processes
     GSA             Guest Service Agent
     SYS             System Processes
```

9.   Press [Quick] into Hotel Security
        • **Hotel** – Enter the hotel number [list values] of the hotel of which the agent
          needs security for.
        • **Hotel Name** – The name of the hotel associated with the hotel number.
        • **Starting Menu** - Enter the menu the agent will sign on to when logging into
          the system. Defaults to main menu.
        • **Login** – Enter "Y" or "N". Enter "Y" next to the default hotel number for the
          agent. Enter "N" for the other hotels. Only one hotel can be a default.
        • **Category** – Enter the category to be assigned to the agent for which access
          is needed. [next block] down to this field. Type a valid category code or [list
          values] to select. Arrow down and repeat for all categories the agent will
          need access too.
10.   To give access to more then one hotel, [previous block] to hotel and arrow down and
        repeat the steps in 9. Repeat until access has been give to all the hotels required.
11.   To delete a category, arrow down to the category to be removed, press the delete
        key and press "Y" to delete category.

```
Michel Test Hotel              AGENT MAINTENANCE         Date: 03-DEC-2002 TUE
Galaxy Hotel Systems                                     Time: 10:18 AM

        Agent ID           1200                              (1 of 1)

        Agent Name         Galaxy Hotel Systems

               Front Desk Security Flags ( 1 of 4 )

        *  123      Michel Test Hotel            menutop
           472      Year 2000 Hotel-US Format    menutop
           474      QA's Multi Usr Hotel         menutop


    Reservations / Registration        Override Sell Parameters      L
        Functions Allowed       B      Modify Room Rates             N
    Auto Registration Allowed   L      Change TA in Reservation      L
    Modify Reg in Cashiering    L      Override Special Service Charge L
    Delete Guest Message        L      Deposit Entry Maintenance     L
    Allow Credit Card Refunds   L      Override Extended Room Block   L
    Route Charges to Non Guest  L
```

12.   Press [quick] into security flags
- **Hotel** – The hotel number of which access was given in Hotel Security will show here. Arrow up or down to which hotel the security flags need to be set for. [next block] to the flags.
- **Reservation/Registration Functions Allowed** – Type "R' "B" or "N". "R" is to allow the agent to modify in the reservations screen only. "B" is to allow the agent to modify guest in both the Reservations and Registration Screen. "N" will not allow the agent to modify a guest in either the Reservation or Registration screen or view only access.
- **Auto Registration Allowed** – Is the agent allowed to use the auto registration feature allowed? Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.
- **Modify Reg in Cashiering** – Is the agent allowed to modify data in the guest information windows from the Cashiering functions? Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.
- **Delete Guest Message** – Is the agent allowed to delete guest messages? Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.
- **Route Charges to Non-Guest** – Is the agent allowed to create billing patterns to non-guest accounts? Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.

- **Override Sell Parameters** – Is the agent allowed to override sell parameters such as stop sells, sold out dates, closed to arrivals and extended room block feature? Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.
- **Modify Room Rates** – Is the agent allowed to over ride room rates? Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.
- **Change TA in Reservations** – Is the agent allowed to change a travel agent on an existing reservation?   Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.
- **Override Special Service Charge** – Is the agent allowed to not charge on a special service code that has a charge associated with it?   Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.
- **Deposit Entry Maintenance** – Is the agent allowed to enter or modify advance deposits? Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.
- **Override Extended Room Block** – Is the agent allowed to change an extended room block? Type "N" "L" or "E". "N" does not allow agent to perform this function.   "L" allows the agent to perform this function when they log on to the system. "E" requires the agent to enter execution password to perform this function.

```
Galaxy Resort                    AGENT MAINTENANCE           Date: 29-SEP-2001 SAT
Galaxy Customer Support                                      Time: 06:23 AM


 A/R Security:     Agent ID 1200        Galaxy Customer Support

        A/R     Account Receivable Name          Starting Menu    Login
     * 10       Galaxy Resort A/R                menuar           N
       30       Galaxy Suites A/R                menuar           N
       7651     Galaxy Hotel AR                  menuar           N

    Category                    Category Description
  ECI           ECI Customer Support Processes
  GEN           General Processes
  ACCT          Accounting Processes
  ARSYS         A/R System Processes
```

13.   Press [quick] AR security
       - **A/R** – Enter the A/R number [list values] of the hotel the agent needs
         security for.
       - **Accounts Receivable Name** – The name of the A/R Hotel.
       - **Starting Menu** – The menu the agent will receive when they log into A/R.
       - **Login** – "Y" or "N".   The default login for the agent. Only one hotel can be a
         default. If "Y" is entered on this screen, the agent will always login to A/R
         menu instead of the main menu.
       - **Category** - The categories to which you wish to give the agent access to. To
         get down to this field, [next block]. Type a valid category code or [list values]
         to select. Arrow down and repeat for all categories the agent will need access
         too. It is recommended to make this the same as in hotel security.
14.   To give access to more then one A/R, [previous block] to A/R and arrow down and
       repeat the steps in 13. Repeat until access has been give to all the hotels required.
15.   To delete a category, arrow down to the category to be removed, press the delete
       key and press "Y" to delete category.

```
Galaxy Resort                    AGENT MAINTENANCE          Date: 29-SEP-2001 SAT
Galaxy Customer Support                                     Time: 06:25 AM

        Agent ID            1200                                (1 of 1)

        Agent Name          Galaxy Customer Support
        Login System        FD   Front Desk
        Login Hotel         10        Galaxy Resort
        Login Password
        Execute Password

                            Employee Information

        Employee Number     ▮          125
  * Em| Title               Customer Support Rep.
       Department           FD   Front Desk
   De| Employee Status
       Seniority
  * Se| Availability
       Housekeeping         S    Supervisor
       SPG Information: Number      12345678    Level E
```

16.   Press [quick] into Employee Information.
       - **Employee Number** – Enter the Employee number of the employee.
       - **Title** – Enter the Title of the Employee
       - **Department** – Enter the department code [list values] of the employee
       - **Employee Status** – Enter the employee status code [list values] of the
         employee
       - **Seniority** – Enter the seniority code [list values] of the employee
       - **Availability** – Enter the availability code [list values] of the employee.
       - **Housekeeping** – Enter the housekeeping code [list values] of the employee.
         This code must be filled in for an agent to be selected in housekeeping room's
         batch update.
       - **SPG Information Number** - For Starwood Properties Only. Enter the
         Employee Starwood Preferred Guest number

- **SPG Information Level** - For Starwood Properties Only. Enter the Starwood Preferred Guest Level for the employee of "E". Other options are "A" or "C".
17. Employee information is not required to build a new agent.
18. Employee information does not copy when an agents is copied.

```
Galaxy Resort                    AGENT MAINTENANCE          Date: 29-SEP-2001 SAT
Galaxy Customer Support                                     Time: 06:28 AM

        Agent ID            1200                                   (1 of 1)

        Agent Name          Galaxy Customer Support
        Login System        FD   Front Desk
        Login Hotel         10      Galaxy Resort
        Login Password
        Execute Password
        Home Phone
        Work Phone

  * Emplo|                 Deposit Box Assignment

    Depos| Hotel  Box Number   In Use    Assigned Date   Release Date
         | 10      111           Y        09-29-2001      09-29-2002
  * Secur|
```

19. Press [quick] to deposit box
    - **Hotel** – Enter the Employee number of the employee.
    - **Box Number** – Enter the box number [list values] to be assigned to the agent.
    - **In Use** – "Y" or "N". "Y" indicates the employee is assigned to this box. "N" will unassigned the box to this agent.
    - **Assigned Date** – The start date the agent was assigned this box
    - **Release Date** – The date this box is scheduled to be released from the employee.
20. Deposit box information must be built into the hotel under codes files before this can be used.
21. To delete an assigned box, arrow to selected box and press your delete key and answer "Y" to the question are you sure.

```
Galaxy Resort                    AGENT MAINTENANCE          Date: 29-SEP-2001 SAT
Galaxy Customer Support                                     Time: 06:33 AM

                              Screen Run Order

                  Hotel                              Login      (1 of 3)
               *  10        Galaxy Resort              Y
                  7651      Galaxy Hotel               N

         Main Screen  newrr       Reservation/Registration        (adding)
         Function     N           New Reservation

         Order  Abbr   Window Name                Data Only
          10    RS     Rate Schedules                              (adding)
          20    GA     Guest Address
          30    SE     Settlement
          40    MA     Marketing
          50    SS     Special Services
          60    RC     Remarks/Comments
         █
```

22.   Press [quick] into Screen Run Order:
23.   Arrow up or down to choose hotel to set up Screen Run Order for.
24.   Press [next block] to get to main screen.
      - **Main Screen** – Enter the function [list values] to which the screen run order
        is being created. Valid options are "NEWRR" for Reservations/Registration
        Screen or "CHKOUT" for the check out screen.
      - **Function** – Indicates when the prompts are to appear for the "NEWRR"
        screen above. Options are not available for "CHKOUT". Valid options are "A",
        "B", "N", "S", "W" or "C". "A" is during registration before room assignment.
        "B" is during registration after room assignment. "N" is for making a new
        reservation. "S" is for share with/Travel with guests. "W" is for wait list
        guests. "C" is for the commence screen to be used for centralized
        reservations office.
      - When a function is chosen the question of "Copy Default Run Order from
        Hotel Options (Y/N?)" will appear. Answer "Y" to have it copy, "N" not to copy
        from hotel options.
      - **Order** – The order to have the quick windows appear.
      - **Abbr** – Enter the quick code [list values] of the window to appear.
      - **Window name** – The name of the windows associated with the quick code
        above.
      - **Data only** – Enter "Y" or "N". "Y" will only have the window appear when
        data is filled out. "N" will always have the window appear.
25.   Press [save].
26.   Repeat above steps to set up for each hotel the agent has access to.

Port Master Maintenance

This program maintains terminal configuration as to default printers, punch key configurations and card swipes.

```
Galaxy Resort              PORT MASTER MAINTENANCE     Date: 29-SEP-2001 SAT
Galaxy Customer Support                                Time: 06:38 AM

                                                               (4 of 7)
          Server Name          NONE
          Port Name            NONE
          UX Agent ID          NONE      NO AGENT          Set up using UNIX ID:
          Unix ID              show1

          Location             Jared Desk
          Term Type            PC
          Folio Printer        FOLIO     folio printer
          Line Printer         LASER     report printer
          Regcard Printer
          Luggage Tag Printer
          Card Reader          N
          Punch Number
          Punch Terminal
```

1.   From the main menu, select Database Maintenance
2.   Select Security Menu
3.   Select Port Master Maintenance
     - **Server Name** – Name of the Server to which the terminal is connected. This field should always be "NONE" in capital letters.
     - **Port Name** - The port to which the terminal is connected as in the UNIX tty port. If the terminal is not being associated with this port, enter in "NONE" in capital letters.
     - **UX Agent ID** – The agent id associated with the default configuration. This field is not associated with a terminal location but defaults to the same settings no matter which terminal the agent logs in on. If UX Agent ID is not being used, enter in "NONE" in capital letters.
     - **Unix ID** – The UNIX ID to identify the location of the terminal. If UNIX ID is not being used, enter in "NONE" in capital letters.
     - **Location** – Description to reference the location of the terminal.
     - **Term Type** – The Terminal Type this device is operating under.
     - **Folio Printer** – Enter the default folio printer [list values] for this terminal. Leave blank in no default folio printer.
     - **Line Printer** – Enter the default report printer [list values] for this terminal. Leave blank if no default report printer.
     - **Regcard Printer** – Enter the default registrations card printer [list values] for this terminal. Leave blank if no default Regcard printer. If this field is filled in, in registration, a prompt will appear asking an agent if they wish to print a registration card after they save a guest.
     - **Luggage Tag Printer** – Enter the default luggage tag printer [list values] for this terminal. Leave blank if no default luggage tag printer
     - **Card Reader** – "Y" or "N". Enter "Y" if a credit card swipe is attached to this terminal. Enter "N" if the terminal does not have a credit card swipe.

- **Punch Number** - Enter the punch key number of the terminal. To be used with Key Lock interfaces only. Leave blank if no interface
- **Punch Terminal** – Enter the punch terminal number of the terminal. To be used with key Lock Interface only. Leave blank if no interface.

4.   To review the current set up of all settings
   - Press [enter query]
   - Press [execute query]
   - Scroll through each setting using your up and down arrows.

5.   To modify a setting on an existing terminal set up
   - Press [enter query] to enter query mode
   - Enter to either the Port Name and enter in the port name (tty2a1) of the terminal **or** enter to the UNIX id and enter in the UNIX ID of the terminal (fd1) **or** UX Agent ID (bob) and enter in the UX Agent ID of the user.
   - Press [execute query]
   - Enter to the field(s) that needs to be modified and enter in new setting [list values]
   - Press [save]

```
Galaxy Resort              PORT MASTER MAINTENANCE      Date: 29-SEP-2001 SAT
Galaxy Customer Support                                 Time: 06:38 AM

                                              Set up using Port name     (7 of 7)
         Server Name        NONE              or tty address
         Port Name          tty2a15
         UX Agent ID        NONE     NO AGENT
         Unix ID            NONE

         Location           Front Desk Termingal - Right
         Term Type          wy370
         Folio Printer      FOLIO    folio printer
         Line Printer       LASER    report printer
         Regcard Printer    REG      regcard printer
         Luggage Tag Printer
         Card Reader        Y
         Punch Number        1
         Punch Terminal      1
```

```
Galaxy Resort                PORT MASTER MAINTENANCE      Date: 29-SEP-2001 SAT
Galaxy Customer Support                                   Time: 06:38 AM

                                                                    (6 of 7)
          Server Name           NONE
          Port Name             NONE
          UX Agent ID           1200       Galaxy Customer Support
          Unix ID               NONE

                                Customer Support
   Set up using UX Agent        wy370
   ID:                          FOLIO      folio printer
          Line Printer          LASER      report printer
          Regcard Printer       REG        regcard printer
          Luggage Tag Printer
          Card Reader           N
          Punch Number
          Punch Terminal
```

Setting up Categories
This document is designed to give a generic idea of how security can be set up. Each hotel is different, and the way agent security is maintained is unique. The hotel's procedure will supersede these suggested categories.

A simple way of creating categories is to define them by hotel departments, or by menu option. Each clerk should be given "GEN", this category is for General Processes such as logging in and out of the software and using the Navigator Key.

If a hotel has not purchased a feature of the software such as 'BANK', giving access through Category Maintenance will not activate the programs. It will only give access to the menu options.

Creating Categories
1. From the *Main Menu*, select *Database Maintenance*
2. Select *Security Menu*
3. Select *Process Category Maintenance*
    * **Category Code** - Type the category to be modified or created and press enter.
    * **Category Code Description** - Type the description and press enter
    * **Synonym** – This is the name of the code, which needs to be attached to the category. Please refer to the screen prints below to see the synonyms
    * **Password** - Type "N", "Y" or "E". If a password is needed to go into that function a "Y" should be typed. If the agent login is sufficient, then "N" should be typed. "E" will require the agent to type in their execution password to run this process.
4. Repeat until all codes have been entered.
5. Press [Save]
6. The Category "ECI" is assigned only to Agent ID's "1200" for Galaxy Support and "2000" for Starwood IPS support. Agents on the property **should not** have access to category "ECI"

Below are some examples of standard security that can be set up for you property and what the access will allow an agent with these categories. The category code can be created to your specifications and is not limited to what is below.

Suggested Categories

AR – AR Processes			
Synonym	**Process Description**	**Synonym**	**Process Description**
adjcode	Adjustments by Code Report	adjust	Adjustment Entry
ardateup	Last Statement. Date Update Report	arinv	A/R Invoices
arstmt	A.R Statements Report Prompt	authvce	Voice Authorization Entry
autopost	Payment Automatic Posting	billmast	Master Billing Print
cstmast	Customer Master Maintenance	dailyact	Accounts Receivables Daily Activity
folio	Folio Display/Transfer	invoice	Invoice Entry Screen
payment	Payment Entry	recchg	Recurring Charge Code Maint.
top	Top Level Menu	ucon	Under Construction

The "AR" category will give access to processing invoices, adjustments, folios and payments. This does not allow them to access to Accounts Receivable Database or Master Bill parameters.

ARGEN – AR General Processes:			
Synonym	**Process Description**	**Synonym**	**Process Description**
avail	Availability Count Screen	availscr	Availability Detail Screen
chgpass	Change Password	count	House Count Pull Down
feature	Hotel Information	folioch	Change Folio Printer
gstmenu	Guest Misc Pull Down Menu	info	Hotel Features Report
lismenu	Process LIST Values	lisuser	List Active Users
lo	Logout	logout	Logout
menuadj	Adjustment processing Menu	menuar	Accounts Receivable Menu
menucst	Customer Maintenance Menu	menueod	End of Day Processing Menu
menueom	End of Month Processing Menu	menufol	Folio Processing Menu
menuinv	Invoice Processing Menu	menupmt	Payment Processing Menu
menuprg	Purge Processing Menu	menustm	Statement Processing Menu
menutop	Main Menu	romavl	Room Availability Display
splmenu	SPL pull down menu	swhotel	Hotel Switch
sy	List Active Users	sysinfo	System Information
toar	Switch from FD to AR	tofd	Transfer to Front Desk
top	Top Level Menu	ucon	Under Construction

The "ARGEN" category allows agents in Accounts Receivable to access the navigator function, including guest history look up, and log on and off the system. It is suggests all Accounts Receivable agents be given this access.

ARRPT – Accounting Reports			
Synonym	**Process Description**	**Synonym**	**Process Description**
araging	AR Aging Report	arbalrpt	AR Credit Limit Report
arctrpt	Customer Master Contact Report	arfoldet	Folio Item Transfer RPT
artrcode	AR Transaction Code RPT	ccfolreg	Credit Card Folio Register RPT
custmast	Customer Master Detail RPT	custsum	Customer Master Summary RPT
dadjreg	Adjustment Register Detail RPT	dailyact	Accounts Receivable Daily Activity RPT
dbparamt	AR Database Parameters RPT	dinvreg	Invoice Register Detail RPT
folioreg	Folio Register RPT	foltrans	Front Desk Folio Xfer RPT
invreg	Invoice Register Report	sadjreg	Adjustment Register Summary RPT
sinvreg	Invoice Register Summary RPT	spayreg	Payment Register Summary RPT
ucon	Under Construction	woadjreg	Small Balance Write Offs Register
writeoff	Small Balance Write Offs RPT		

The "ARRPT" category allows agents to run all reports in Accounts Receivable module except Database Reports. These include the reports that an agent may use to balance their daily work.

ARMBILL – AR Master Bill			
Synonym	**Process Description**	**Synonym**	**Process Description**
billmast	Master Billing Print	billpram	master Billing Parameter
lettxt	Letter Text Maintenance	menuard	AR Database Maintenance Menu

The "ARMBILL" category will allow the agent to set up and modify the master bill features.

ARBANK – AR Bank			
Synonym	**Process Description**	**Synonym**	**Process Description**
arbkex	AR Bank Interface Exception RPT	arbkpram	AR Bank Parameters
arvce	AR Voice CC Auth/Check Cancel	autopost	Payment Automatic Posting
bankstat	Bank NA Status RPT	menuarbk	AR Bank Menu
ucon	Under Construction		

The "ARBANK" category will allow and agent to access and modify Accounts Receivable Parameters and enter in voice authorizations. It is recommend access to this area is limited.

ARSYS – AR System Processes			
Synonym	**Process Description**	**Synonym**	**Process Description**
arcode	AR Codes File Maintenance	arname	AR Name Maintenance
arstlmnt	AR Settlement Maintenance	artran	AR Transaction Rev Codes
arvalid	AR Validation RPT	billpram	Master Billing Parameter
cstmenu	Customer Master Navigator	cstpara	Customer Default Parameter
dbparamt	AR Database Parameters RPT	folac	Folio Transfer Action Key
folio	Folio Display/Transfer	invcyc	Invoice Cycle Code Maintenance Screen
invcycpt	invoice Cycle Codes Report	lettxt	Letter Text Maintenance
menardbr	AR Database Reports Menu	menuadj	Adjustment Processing Menu
menuar	Accounts Receivable Menu	menuarbk	AR Bank Menu
menuard	AR Database Maintenance Menu	menucst	Customer Maintenance Menu
recchg	Recurring Charges Code Maintenance Screen	recchgpt	Recurring Charge Codes Report

The "ARSYS" category allows agents to access the Accounts Receivable Database and change the set up of how Accounts Receivable is configured. This will also allow a user to print out Database reports. It is recommend access to this area is limited.

BANK – Bank Interface			
Synonym	**Process Description**	**Synonym**	**Process Description**
authvce	Voice Authorization Entry	bankpram	Bank Interface Parameters
bankprpt	Bank Parameter RPT	bankstat	Bank NA Status RPT
bkcktrns	Bank Check GTD Transaction RPT	bktrans	Bank Transaction RPT
bnkex	Bank Interface Exceptions RPT	ccrex	Credit Card Reader Exceptions RPT
ccrpram	Credit Card Reader Interface Parameters	ccrprpt	Credit Card Reader parameter RPT
menubnk	Bank Interface menu	menuccr	Credit Card Reader Menu
notblt	Credit Card not in BLT File	pmmrpt	Port Master Maintenance Report
ucon	Under Construction		

The "BANK" category will allows agents to access and modify the bank parameters of the hotel.   It is recommend access to this area is limited.

CFT – Commercial Firm Tracking			
Synonym	**Process Description**	**Synonym**	**Process Description**
cfpreprg	CFT Pre-purge Report	cftdaily	CFT Daily Activity
cftmain	CFT Maintenance	cftmast	CFT Master Listing RPT
cftmerge	Commercial Firm Merge	cftmrgsu	Commercial Firm Merge Setup
cftpmrg	Commercial Firm Pre-Merge	cftprod	CFT Production RPT
cfttrace	CFT Trace Dates	menucfrpt	CFTS Reports Menu
menucft	Commercial Firm Tracking Menu	tcghlist	TC Guest History List
tcrank	Travel Coordinator Ranking	ucon	Under Construction

The "CFT" category will allow agents to access Commercial Firm Tracking area of the system including the set up of new CFT's and printing reports.   This will not allow the agent to have access to the CFT parameters.

CSH - Cashiering			
Synonym	**Process Description**	**Synonym**	**Process Description**
aa	Actual Arrivals RPT	actdept	Actual Departures RPT
ad	Actual Departures RPT	authvce	Voice Authorization Entry
bktrans	Bank Transaction RPT	chkout	Guest Checkout
co	Guest Checkout	covers	Covers RPT
cshcxl	Cancellation/Modify Audit RPT	cshdet	Detail Ticket RPT
cshexch	Cashiering Currency Exchange	cshout	Cashier Transaction RPT
dailyrev	Daily Revenue RPT	dasrpt	Depart/Arrival/Stay over RPT
dboxrpt	Deposit Box RPT	df	Display Folio
ea	Expected Arrivals RPT	ed	Expected Departures RPT
expdept	Expected Departures RPT	expdpfol	Expected Departure Folios
fastpost	Cashiering Fast Post	foldis	Detail Folio Display
fp	Cashiering Fast Post	glsum	Guest Ledger RPT
grpchko	Group Checkout	grpchrpt	Group Charge Pickup RPT
gstmisc	Guest Miscellaneous	hc	House Count RPT
highbal	High Balance RPT	menucsh	Cashiering Menu
menurcsh	Cashiering Report Menu	mf	Modify/Cancel Folio
mfolio	Modify/Cancel Folio	nongfol	Print NGST Folios (A-K,W)
nongtfol	Non Guest Folio RPT	nopost	No Posting Allowed RPT
po	Posting Screen	post	Posting Screen
postaudt	Room Posting Audit Report	reghscnt	House Count Report
rmdisrpt	Room Discrepancy Report	servtip	Server Tip Anaylsis
spserrpt	Special Service Report	tf	Transfer Folio
tfolio	Transfer Folio	tranadt	Transfer Audit Report
wc	Withdraw Check-out	withdr	Withdraw Check-out
ucon	Under Construction		

The "CASH" category will allow the agent to process all cashiering function under the cashier menu from the main menu, including all cashier reports. This also includes currency exchange (cshexch) and if your hotel does not utilize this function, you may not want to exclude it as part of the "CASH" category.

DEP – Advance Deposits			
Synonym	**Process Description**	**Synonym**	**Process Description**
depadd	Deposit Add Action	depcxl	Deposit Cancel Action
depmod	Deposit Modify Action	deposit	Deposit Maintenance
depxfer	Deposit Transfer Action	menurdep	Deposit Reports Menu
ucon	Under Construction		

The "DEP" category allows an agent to process advance deposits.

GEN – General Processes			
Synonym	**Process Description**	**Synonym**	**Process Description**
avail	Availability Count Screen	availscr	Availability Detail Screen
chgpass	Change Password	count	House Cont Pull Down
feature	Hotel Information	folioch	Change Folio Printer
gstmenu	Guest Misc. Pull Down Menu	info	Hotel Features Report
lismenu	Process LIST Values	lisuser	List Active Users
lo	Log Out	logout	Log Out
menutop	Main Menu	mnumenu	Menu Pull Down Menu
rmsmenu	Pull Down Menu For Rooms	romavl	Room Availability Display
splmenu	SPL Pull Down Menu	swhotel	Hotel Switch
sy	List Active Users	sysinfo	System Information
toar	Switch From FD to AR	tofd	Transfer to Front Desk
top	Top Level Menu	ucon	Under Construction

The "GEN" category allows agents to access the navigator function of the systems and the ability to log on and off. This also allows the agents to change their passwords as needed. It is recommended all agents be given access to this area

GH – Guest History			
Synonym	**Process Description**	**Synonym**	**Process Description**
ghalpha	Guest History Alpha RPT	ghmain	Guest History Maintenance
ghmatch	GH Match RPT	ghmerge	Guest History Merge
ghpara	Guest History Parameters	ghpreprg	Guest History Pre-Purge RPT
ghprof	Guest History Profile RPT	menughrpt	Gust History Report Menu
menugh	Guest History Menu	postmerge	Guest History Post-Merge RPT
premerge	Guest History Pre-Merge Report	ucon	Under Construction

The "GH" category allows agents to access all areas under Guest History Maintenance from the main menu, including guest history reports and modifying Guest History Parameters. Guest history is accessible under the category "GEN" with out being able to modify the guest history records. It is recommend access to this area is limited.

GRP – Groups			
Synonym	**Process Description**	**Synonym**	**Process Description**
allover	Allotment Overview RPT	altanals	Group Avail Analysis RPT
dtgrprpt	Group Definite/Tentative RPT	gpblkbal	Group Block Balance RPT
gpcutoff	Group Clean Up Process	grp	Group Master Maintenance
grpafol	Group Delegate A Folios	grpbal	Group Master Balances
grpbfol	Group Delegate B Folios	grpblock	Group Over/Under Block RPT
grpcfol	Group Delegate C Folios	grpchki	Group Check-in
grpchko	Group Checkout	grpchrb	Group Charge Pickup Rebuild
grpchrpt	Group Charge Pickup RPT	grpctrpt	Group Contact History RPT
grpcutof	Group Cutoff RPT	grpdelgt	Group Delegate RPT
grpdep	Group Deposit RPT	grpdlycm	Daily Group Commitment RPT
grpdrev	Group Delegate Charge RPT	grpinfo	Group Information RPT
grplist	Group Listing RPT	grpmast	Group Master Maintenance
grprml	Group Rooming List	grpsales	Group Sales RPT
grptrace	Group Trace Dates RPT	grptrans	Group Transaction RPT
mengprpt	Group Reports Menu	menugrp	Group Menu
Ucon	Under Construction		

The "GRP" category allows agents to access all areas under the Group Processing Menu from the main menu, including all Group reports. This includes building group masters and rooming list entry.

HK – Housekeeping			
Synonym	**Process Description**	**Synonym**	**Process Description**
aa	Actual Arrivals RPT	actarvl	Actual Arrivals RPT
actdept	Actual Departures RPT	ad	Actual Departures RPT
comments	Comment List by Type RPT	ea	Expected Arrivals RPT
exparvl	Expected Arrivals RPT	ed	Expected Departures RPT
expdept	Expected Departures RPT	hc	House Count RPT
hkasign	Attendant Assignments Review/Update	hkcredit	Special Housekeeping Credits
hkrmasn	Attendant Room Assignments	hkschdul	Housekeeping Schedules RPT
hksched	Housekeeping Scheduling	hkunasgn	Housekeeping Unassigned Rooms RPT
maidcrex	Attendant Exception RPT	maidsht	Attendant Assignment Sheet
maidtrak	Attendant Tracking Report	menuhk	Housekeeping Menu
menureg	Registration Menu	menurhk	Housekeeping Reports Menu
menurreg	Registration Reports Menu	offooo	Room Off Market/Out Of Order
offrpt	Off MKT/OOO RPT	offooorb	OOO/OFF Market Block Rebuild
recent	Recent Arrivals / Departures RPT	reghscnt	House Count RPT
resguest	In-house Gust List RPT	rmcln	Housekeeping Cleaned Rooms RPT
rmdet	Room Status Detail RPT	rmdiscrpt	Room Discrepancy RPT
rmstat	Room Status RPT	romrcmv	Room Rate Change RPT
roomsts	Housekeeping Rooms Update	spserrpt	Special Services RPT
trndwn	Turndown RPT	ucon	Under Construction
viprm	VIP RPT		

The "HK" category allows agents to access all area under the Housekeeping Menu from the main menu, including making rooms clean and dirty and modifying the scheduling module.

MGTSTATUS – Management Status			
Synonym	**Process Description**	**Synonym**	**Process Description**
accsell	Accommodation Sell Maintenance	acselrpt	Accom. Code Sell Maint. RPT
cxlrules	Cancellation Rules Maintenance	chglgrpt	Statusing Change Log Report
depreq	Deposit Request Maintenance	estpick	Estimate Room Pickup
faxjrnl	Fax Confirmation Journal RPT	housell	House Sell Maintenance
hsselrpt	House Sell Maint. RPT	menudbm	Database Maintenance Menu
menumgt	Management Menu	menurdbm	Database Maintenance Reports Menu
menurmgt	Management Reports Menu	offooo	Room Off Market / Out Of Order
offrpt	Off Mkt/OOO RPT	offooorb	OOO/OFF Market Block Rebuild
prerate	Before Room Posting Rate Adjust	ratesell	Rate Schedule Sell Maintenance
rcatsell	Rate Category Sell Maintenance	rcsellrpt	Rate Category Sell Maint. RPT

roomsmod	Rooms Batch Modification		rsselrpt	Rate Schedule Sell Maint. RPT
sellmsg	Sell Messages		stayctrl	Stay Control Maintenance

The "MGTSTATUS" category allows access to all areas under the Management Menu from the main menu, including statusing of the hotel. It is recommend access to this area is limited.

NA – Night Audit				
Synonym	**Process Description**		**Synonym**	**Process Description**
backup	Property Management System Backup		bankstat	Bank Status Report
database	Nightly Database Backup		files	Weekly File System Backup
make_new	Initialize a New Tape		make_recovery	Monthly Make Recovery Backup
menuna	Night Audit Menu		nacheck	Night Audit Check
napass	Night Audit Override Password		napart1	Night Audit Part 1
napart2	Night Audit Part 2		napart3	Night Audit Part 3
napart4	Night Audit Part 4		napart5	Night Audit Part 5
prnrel	Print or Release Spooled RPTS		notbld	Credit Cards Not Build File
rxmitdep	Bank deposit retransmit process		removeuser	Non-Responsive Terminal Release
sinbad	Property Management System Backup		start_logs	Start the Transactions Logs
stop_logs	Stop the Transactions Logs			

The "NA" category allows access to all areas under the Night Audit Menu for the main menu. Access to this area allows agents to process the daily night audit. Also includes categories to retransmit credit card and print the bank status report. It is recommend access to this area is limited.

ROOMSBATCH – Rooms Batch Modification				
Synonym	**Process Description**		**Synonym**	**Process Description**
menumgt	Management Menu		roomsmod	Rooms Batch Modification

The "ROOMSBATCH" category will allows an agent to batch updated making rooms out of order or off market and restrict access to statusing the hotel under the Management Menu.

REG – Registration			
Synonym	**Process Description**	**Synonym**	**Process Description**
aa	Actual Arrivals RPT	actarvl	Actual Arrivals RPT
ad	Actual Departure RPT	authvce	Voice Authorization Entry
availrm	Available Rooms RPT	birthday	Guest Birthday List
brchart	Blocked Room Chart	brexcept	Blocked Room Conflict RPT
chgcard	Guest Charge Card	cistats	Check In/Out Statistics RPT
clbdata	Club Data Departed Guests RPT	clubdata	Club Data International RPT
comments	Comment List by Type RPT	cxlngtd	Cancel Non-GTD Reservations
dasrpt	Depart/Arrival/Stayover RPT	dboxrpt	Deposit Box RPT
ea	Expected Arrivals RPT	ed	Expected Departures RPT
exparvl	Expected Arrivals RPT	expdept	Expected Departures RPT
fd	Reservation Maintenance	fdrmstat	Room Status Change Screen
forecast	Occupancy Forecast RPT	grpchki	Group Check-in
hc	House Count RPT	ibprb	IBP Rebuild
info	Hotel Features RPT	keyenv	Key Envelopes
menuhk	Housekeeping Menu	menureg	Registration Menu
manures	Reservations Menu	menurhk	Housekeeping Reports Menu
menurreg	Registration Reports Menu	menurres	Reservations Report Menu
missadr	Missing Address Request RPT	nopost	No Posting Allowed RPT
offrpt	Off Mkt/OOO RPT	pendrom	Pending Rooms RPT
postaudt	Room Posting Audit RPT	prnrel	Print or Release Spooled RPTS
qwkblk	Quick Block Worksheet	qwkrooms	Quick Block Screen
qwkunblk	Quick Unblock Rooms	raterpt	Rate Schedule RPT
reg	Reservation/Registration Screen	regcard	Registration Card
reghscnt	House Count RPT	res	Reservation Maintenance
resactv	Reservation Activity Report	rescxl	Reservations Cancellation RPT
resguest	Inhouse Guest List RPT	rmavail	Room Availability RPT
rmblock	room/Suite Blocking RPT	rmdisrpt	Room Discrepancy RPT
rmstat	Room Status RPT	rmtypean	Room Type Analysis RPT
romrcmv	Room Rate Change RPT	spserrpt	Special Services RPT
srcerpt	Source of Business RPT	tourcon	Tour & Convention RPT
ucon	Under Construction	unexpco	Unexpected Checkout RPT
viprm	VIP RPT		

The "REG" category allows access to all areas under Registration Menu from the main menu, including reports.

RES – Reservations			
Synonym	**Process Description**	**Synonym**	**Process Description**
acfcast	Accommodation Forecast RPT	availrpt	Availability Detail RPT
brchart	Blocked Room Chart	cmprm	Complimentary Room RPT
confform	Confirmation Forms	crossref	Reservations Cross Reference RPT
cxlngtd	Cancel Non_GTD Reservations	cxlstats	Canceled Statistics Report
dasrpt	Depart/Arrive/Stayover RPT	depdna	Did-Not-Arrive Res w/ Deposit
depflo	Deposit Cash Flow Analysis	deplstd	Deposits Master List Detail
deplsts	Deposit Master List RPT	depmdrpt	Deposits Modified RPT
deprcv	Deposits Received RPT	deprcxl	Res Cxl w/ Deposits
depsum	Deposit Summary RPT	deptod	Deposits Applied Today RPT
depxfr	Deposits Transferred RPT	dupres	Duplicate Resrvations RPT
Ea	Expected Arrival RPT	exparvl	Expected Arrival RPT
Fd	Reservation Maintenance	forecast	Occupancy Forecast RPT
ghmatch	Guest History Match Report	grpblock	Group Over/Under Block RPT
grpdelgt	Group Delegate RPT	grpdep	Group Deposit RPT
Hc	House Count RPT	info	Hotel Features RPT
menuhk	Housekeeping Menu	menurdep	Deposit Reports Menu
manures	Reservations Menu	menurhk	Housekeeping Reports
menurres	Reservations Reports Menu	missadr	Missing Address Request RPT
mktfcast	Market Segment Forecast RPT	nodeprpt	No Deposit RPT
noshow	No Show RPT	off	Off Market Sub-screen
offrpt	Off Mkt/.OOO RPT	override	Override Room Info RPT
qwkblk	Quick Block Worksheet	qwkrooms	Quick Block Screen
wqkunblk	Quick Unblock Rooms	raterpt	Rate Schedule RPT
regrets	Regrets RPT	res	Reservation Maintenance
resactv	Reservations Activity RPT	rescxl	Reservations Cancellation RPT
resmast	Reservation Master RPT	resob	Reservations On The Books
resstats	Reservation Statistics RPT	restran	Reservation Transaction RPT
rmblock	Room/Suite Blocking RPT	spserrpt	Special Services RPT
srcerpt	Source Of Business RPT	ucon	Under Construction
usrconf	Hotel Confirmations	waitlist	Wait List RPT

The "RES" category allows access to everything under the Reservations Menu from the main menu, including reports and advance deposit reports except excess to the spooler.

STATS – Statistics			
Synonym	**Process Description**	**Synonym**	**Process Description**
esaccom	Accommodation Production RPT	esccmkt	Country Cod/MKT Seq RPT
esmktrpt	Market Segment Analysis RPT	esrate	Rate Schedule Production RPT
esrmmkt	Sales & Marketing Stats	esrmreg	Room Nights by Region
essobrpt	Source of Business Analysis RPT	esws	Wholesaler Production Report
marketor	Market Segment Order Definition	menstrpt	Statistic Report Menu
menustat	Statistics Menu	regionor	Region Order Definition
sourceor	Source of Business Order Definition	st1mkt	Statistics 1 vs Market Segment
statdly	Daily Statistics Audit Rpt	statsbud	Statistics Budget
stat1or	Statistics 1 Order Definition	ucon	Under Construction

The "STATS" category allows access to everything under the Statistics menu from the main menu, including the set up and printing of statistical reports. It is recommend access to this area is limited.

TA – Travel Agents			
Synonym	**Process Description**	**Synonym**	**Process Description**
mentarpt	Travel Agent Reports Menu	menuta	Travel Agent Menu
tacomrpt	Travel Agent Commissions RPT	tadaily	TA Daily Activity
tamain	TA Maintenance	tamaster	TA Master List RPT
taprod	TA Production RPT	tareview	Travel Agency Review RPT
tatrace	TA Trace Dates RPT	ucon	Under Construction

The "TA" category allows access to all most areas under the Travel Agent Maintenance Menu from the main menu, including all reports and modifying Travel Agent parameters. This does not include Travel Agent check processing.

TEL – Telephone			
Synonym	**Process Description**	**Synonym**	**Process Description**
grpmsg	Group Phone Message	gstmsg	Guest Message Inquiry/Entry
in	Guest Message Inquiry/Entry	menutel	Telephone Operators Menu
phreflis	Telephone Reference List RPT	telstats	Telephone Statistics RPT
ucon	Under Construction	wakeup	Wakeup Call List RPT

The "TEL" category allows access to everything under the Telephone Operators Menu from the main menu, including all reports.

DBASE - Database			
Synonym	**Process Description**	**Synonym**	**Process Description**
accom	Accommodation Maintenance	accomrpt	Accommodation Code List
batdef	Batch Definition Screen	bmaint	Systems Backup Maintenance Menu
cal	Calendar Maintenance	clubrev	Club Data Revenue
codefl	Code File Maintenance	coupon	Settle Coupon Maintenance
curexch	Currency Exchange	cftpara	CFT Parameters Maintenance
xclrules	Cancellation Rules Maintenance	database	Nightly Database Backup
dbmaint	Deposit Box Maintenance	dbrec	Deposit Box Record Report
depreq	Deposit Request Maintenance	devadmin	Device Administration
devcont	Printing Control Device Screen	disall	Disallowed Printer Screen
files	Weekly File System Backup	folsum	Folio Summary Parameters
formmotd	Form Message Of The Day	fpcodes	Fast Post Codes
formtxt	Forms Text Maintenance	ghpara	Guest History Parameter Maintenance
gysvogst	Marketing Prospect Extract - SVO	hotcodes	Hotel Codes Maintenance
hotelnm	Hotel Name Maintenance	hotfeat	Hotel Feature Maintenance
hotopt	Hotel Options Maintenance	Lettxt	Letter Text Maintenance (Master Bill)
lettxtfo	Letter Text Maintenance (User Defined Confirmation Letters)	menudbm	Database maintenance Menu
menuexsv	Extended Services Menu	menuintf	Interface Menu
menurdbm	Database Reports Menu	menuspl	Spooler Menu
mktseg	Market Segment Maintenance	multrrb	Multiple Rate Schedules Rebuild
nacheck	Night Audit Progress Check	napass	Night Audit Password
naseqrpt	Night Audit Sequence List	nongst	Non-Guest Folio Maintenance
pkgcat	Package Categories	postal	Postal Code Maintenance
prnrel	Print or Release Spooled RPTS	prntype	Printer Type Definition Screen
prodef	Process Definition Screen	promo	Promotion List Screen
prsetup	Printer Setup	ratecat	Rate Category Maintenance
ratesch	Rate Schedule Screen	removeuser	Non-Responsive Terminal Release
rooms	Room File Maintenance	roomsmod	Rooms Batch Modification
runbatch	Local Batch Process Screen	sched	Queue Schedule Definition
seasons	Seasons Maintenance	setlmnt	Settlement Maintenance
sinbad	Night Audit Backup Menu	smaint	Scheduler Maintenance Screen
spc	Special Service Maintenance	spgprf	SPG Preference Menu
subvar	Substitution Variables	tapara	Travel Agent parameter Maintenance
tranrev	Transaction Revenue Code Maintenance	vatscr	Value Added Tax Maintenance

The "DBASE" category allows access to the Database Maintenance under the main menu, not including interfaces and includes the parameter screens for Commercial Firm Tracking, Travel Agents and Guest History. This does not include Security Access. It is recommend access to this area is limited.

DBASERPT – Database Reports			
Synonym	**Process Description**	**Synonym**	**Process Description**
accomrpt	Accommodation Code Listing	agentd	Agents' Security RPT
catd	Detailed Category RPT	codesrpt	Codes File RPT
curexrpt	Currency Exchange Rates RPT	dbrec	Deposit Box Record RPT
hfeature	Hotel Features Report	hmagent	Agent Master Report
menuintf	Interface Menu	mktrpt	Marketing Segment RPT
nareqrpt	Night Audit Required Processes RPT	naseqrpt	Night Audit Sequence RPT
nongtfol	Non-Guest Folio RPT	offrpt	Off Mkt/OOO RPT
pkcatrpt	Package Category RPT	pkgtest	Package Plan Test RPT
pmmrpt	Port Master Maintenance RPT	ratecatrpt	Rate Categories RPT
rmrec	Room Record RPT	schedmst	Rate Schedule Master RPT
seascode	Season Code RPT	settrpt	Settlement Type RPT
spsrcode	Special Service Codes RPT	sysmast	Hotel Application Setup RPT
trancode	Transaction Code RPT	userdy	User Defined Daily Revenue Report

The "DBASERPT" category allows access to print Database Reports under the Database Maintenance Menu.

RATES – Rate Schedule Maintenance			
Synonym	**Process Description**	**Synonym**	**Process Description**
accomrpt	Accommodation Code List	cxlrules	Cancellation Rules Maintenance
depreq	Deposit Request Maintenance	menudbm	Database Maintenance Menu
menudbm	Database Maintenance Menu	pkcatrpt	Package Category RPT
pkgcat	Package Categories	pkgtest	Package Plan Test RPT
ratecat	Rate Category Maintenance	ratecatrpt	Rate Categories RPT
ratedep	Rate Deposit Screen	ratesch	Rate Schedule Maintenance
schedmst	Rate Schedule Master RPT	seascode	Season Code RPT
seasons	Seasons Maintenance		

The "RATES" category will allows an agent to access rates schedule information and related areas under Database Maintenance and restrict access to the other areas.

INTERFACE – Interfaces:			
Synonym	**Process Description**	**Synonym**	**Process Description**
bankpram	Bank Interface Parameters	bankprpt	Bank parameter RPT
bankstat	Bank NA Status RPT	bkcktrans	Bank Check GTD Transaction RPT
bktrans	Bank Transaction RPT	bnkex	Bank Interface Exceptions RPT
casex	CAS Exceptions RPT	casmsg	CAS Message Parameters
caspram	CAS Parameter Maintenance	casstat	CAS Status RPT
ccrex	Credit Card Reader Exceptions RPT	ccrpram	Credit Card Interface Parameters
ccrprpt	Credit Card Reader Parameter RPT	crsex	Central Res Exceptions RPT
crsoex	Outbound CRS Exceptions RPT	crspram	CRS Parameter Maintenance
crsprpt	CRS Parameter RPT	crstrns	Central Reservation Trans RPT
dpiex	Delphi Interface Exceptions RPT	dpiparam	Delphi Interface Parameter RPT
dpipram	Delphi Interface Parameters	dpixlat	Delphi Group Translation
fbpexrpt	FOBO Parameter Exceptions RPT	fobopram	FOBO Parameter Maintenance
foboprpt	FOBO Parameter RPT	foborpt	FOBO Daily RPT
foboxrpt	FOBO Exceptions Report	gsiex	GSI Exeptions RPT
gsipram	Generic Interface Parameters	gvsckout	GVS Checkout RPT
gvsex	GVS Exceptions RPT	gvspram	GVS Parameter Maintenance
ipsact	IPS CRS Activity	ipsconv	IPS Conversion Parameter
ipspram	IPS Control Parameters	menubnk	Bank Interface Menu
menucas	CAS Interface Menu	menuccr	Credit Card Reader Menu
menucrs	Central Res System menu	menudbm	Database Maintenance Menu
menudpi	Delphi Interface Menu	menufobo	FOBO Interface Menu
menugsi	Generic Interface Menu	menugvs	GVS Interface Menu
menuintf	Interface Menu	menupbx	PBX Interface Menu
menupos	POS Interface Menu	menurdbm	DBM Reports Menu
menuvmi	Voice Mail System Menu	menuyms	Yild Management System Menu
nonbld	Credit Card File not Built	pbxex	PBX Exceptions RPT
pbxpram	PBX Parameter Maintenance	portdef	Port Definition
posex	POS Exceptions RPT	pospram	POS Parameter Maintenance
rxmitdept	Bank Deposit Retransmit Proc.	sendtd	DPI Send Transient Info.
ucon	Under Construction	vmipram	Voice Mail Parameter Screen
ymsex	YMS Exceptions RPT	ymsparam	Yield Management Parameter RPT
ymspram	Yield Management System Parameter	ymssync	YMS Synchronization Process

The "interface" category allows access to all interfaces under the Database Maintenance Menu, including modifying parameters and printing reports. It is recommend access to this area is limited.

SECURITY – Agent Security Access				
Synonym	**Process Description**		**Synonym**	**Process Description**
agentd	Agent Security Report		agetndb	Agent maintenance
catbld	Category Maintenance		catd	Detailed Category Report
hmagent	Agent Master Report		menudbm	Database Menu
menusec	Security menu		pmmaint	Port Master Maintenance
pmmrpt	Port Master Maintenance Report		synbld	Synonym Maintenance

The "security" category allows access to set up and maintain agent security including updating categories and port master maintenance. It is highly recommend access to this area is limited.

Army Sites

DAR – Daily Activity Report (Army)				
Synonym	**Process Description**		**Synonym**	**Process Description**
daradj	DAR Adjustments		darparm	DAR Parameter RPT
darpram	DAR Parameter Maintenance		darrpt	Daily Activity RPT
menuarmy	Army Menu		menuexsv	Extended Services Menu
menurarm	Army Reports Menu			

The "DAR" category allows access to the Daily Activity area under the Extended Services Menu from the main menu. This is for use in Army sites only.

CNA – Certificate of Non-Availability (Army)				
Synonym	**Process Description**		**Synonym**	**Process Description**
blatepay	Non-guest Late Payment RPT		cna	CNA Entry
cnarpt	CNA/SNA RPT		credbal	Credit Balance RPT
esrmmkt	Room & Marketing Stats RPT		latepay	Late Payment RPT
menuarmy	Army Menu		menuexsv	Extended Services Menu
menurarm	Army Reports Menu			

The "CNA" category allows access to the CNA Menu under the Extended Services Menu from the main menu. This is for use in Army sites only.

Starwood Sites

IPS – Integrated Property System			
Synonym	**Process Description**	**Synonym**	**Process Description**
erivconv	ECI to RIV Conversion	ipsaccom	IPS Accommodation Maintenance
ipsact	IPS CRS Activity	ipsconv	IPS Conversion Parameters
ipsex	IPS Exceptions RPT	ipspram	IPS Control Parameters
menuips	Integrated Property System Menu		

The "IPS" category allows access to the IPS Menu under Database Menu from the main menu then under the interface menu under the Database Menu. This is for Starwood IPS sites only. It is recommend access to this area is limited.

SPG – Starwood Preferred Guest			
Synonym	**Process Description**	**Synonym**	**Process Description**
agtenrol	SPG Agent Enrollment Report	awdrdrpt	SPG Award Redemption Report
clbdata	Club Data Departed Guests RPT	clubdata	Club Data International RPT
clubrev	Club Data Revenue	esclub	Club Statistics RPT
ipssps	IPS Special Service Codes	menisci	SPG Menu
menuspg	SPG Menu	menuspgr	SPG Reports Menu
scilvl	SPG Level Codes Display	spgaward	SPG Instant Award
spgearpt	SPG Expected Arrivals RPT	spgenrol	SPG Enrollment
spgex	SPG Exceptions RPT	spglook	SPG Lookup/Maintenance
spglvl	SPG Level Codes Display	spgstact	SPG Stay Activity RPT
spgprf	SPG Preference Menu	spgupgr	SPG Upgrade Report

The "SPG" category allows access to the SPG menu and performs lookups, enrollments and print reports. This is for Starwood IPS sites only.
Other Modules, must be purchased separately

FOBO – Front Office Back Office Interface			
Synonym	**Process Description**	**Synonym**	**Process Description**
fb	FOBO Interface Menu	fbpexrpt	FOBO Parameter Exceptions RPT
fobopram	FOBO Parameter Maintenance	foboprpt	FOBO Parameter RPT
foborpt	FOBO Daily RPT	foboxrpt	FOBO Exception RPT
menufobo	FOBO Interface Menu	menudbm	Database Menu
menuintf	Interface Menu		

The "FOBO" category allows complete access to the Front Office/Back Office interface menu and set up and configuring of FOBO.

TACK – Travel Agent Checks			
Synonym	**Process Description**	**Synonym**	**Process Description**
mentarpt	Travel Agent Report Menu	menuta	Travel Agent Menu
tacash	Travel Agent Forecast RPT	tacheck	Travel Agent Checks
tachk	TA Commission Check Edit	tamain	TA Maintenance
taprod	TA Production RPT	tarecon	Travel Agency Check Reconciliation
tareg	TA Check Register RPT	ucon	Under Construction
voidtack	Void Travel Agency Check		

The "TACK" allows access to process Travel Agent Checks in the Travel Agent Maintenance Menu from the Main Menu.

WS - Wholesalers			
Synonym	**Process Description**	**Synonym**	**Process Description**
menucft	Commercial Firm Tracking Menu	menurws	Wholesaler Reports Menu
menuws	Wholesaler Menu	tourcon	Tour and Convention RPT
ucon	Under Construction	ws	Wholesaler Maintenance
wschki	Wholesaler Check-in	wschko	Wholesaler Checkout
wsdaily	Wholesaler Daily Utilization	wsdelgt	Wholesaler Delegate RPT
wslist	Wholesaler Master List	wsmonth	Wholesaler Monthly Utilization RPT
wspara	Wholesaler Parameters	wsrcont	Wholesaler Contact History RPT
wsrecap	Wholesaler Production Recap RPT	wsrelwrn	Wholesaler Release RPT
wsrml	Wholesaler Rooming List Entry	wsrtrace	Wholesaler Trace Dates RPT

The "WS" category allows access to the Wholesaler Module under the Commercial Firm Tracking Menu from the Main menu. This includes Wholesaler parameters and reports.

YM – Yield Management			
Synonym	**Process Description**	**Synonym**	**Process Description**
menuyms	Yield Management System Menu	ymsex	YMS Exceptions RPT
ymsparam	Yield Management Parameter RPT	ymspram	Yield Management System Parameters
ymssync	YMS Synchronization Process		

The "YM" category allows access Yield Management Interface under Database Menu from main menu, the under interface menu.

Security Reports:

Agent Security Detail Report

This reports list security flags and categories assigned to each agent. In addition, agent identification numbers and housekeeping statuses are listed.

```
  1200    Galaxy Customer Support              S    ECI,GEN,SYS,GSA,CSH,RES
          Security Flags
          -------------------------------
          Reservations/Registration       B
          Auto Registration               L
          Mod Reg in Cashiering           L
          Override Stop Sell              L
          Mod Room Rates                  L
          Change Travel Agency            L
          Change Wholesaler
          Override Sp Service Charge      L
          Deposit Maintenance             L
          Delete Guest Message            L
          Allow Credit Card Refunds       L
          Route Charges to Non Guest      L


  Res/Reg Flag  : R-Reservations Only  B-Both Reservations and Registration  N-Res/Reg Functions Not
  Allowed
  Flag Options  : N-Function Not Allowed L-Login Password is enough E-Execution Password is required
```

Prompts available for this report:
⇒ None

Agent Master Report

This reports list the various Categories associated with agents in a given hotel or department.

Galaxy Customer Support (sec.hmagent)			Ordered by Agent Name			29-SEP-2001 07:11 AM
Agent ID	Agent Name	Num	Dept Hotel Number	Hotel Name		Category Code
1200	Galaxy Customer Support		10	Galaxy Resort		CSH
						ECI
						GEN
						GSA
						RES
						SYS
			30	Galaxy Suites		CSH
						ECI
						GEN
						GSA
						RES
						SYS
			7651	Galaxy Hotel		ACCT
						ARRPT
						CSH
						ECI
						GSA
						RES

Prompts available for this report:
⇒ Include all agents
⇒ Agent ID
⇒ Category Code
⇒ Department Number
⇒ Sort Order

Port Master Maintenance Report

This report lists terminal configurations details set up in the Port Master Maintenance program. Details include server names, port names, locations, term types, folio printer and line printer, credit card reader and key lock interface defaults.

Galaxy Resort Galaxy Customer Support (sec.pmmrpt)		Port Master Maintenance Report					Page Number: 1 29-SEP-2001 07:20 AM		
Server Name	Port Name	Location	Term Type	Folio Prt	Line Prt	CCR	Punch No	Punch Term	
NONE	NONE	Front desk	Wy370	LASFOL	LASER5	N			
NONE	NONE	Front Desk	wy370	FOLIO	LASER	N			
NONE	NONE	Front Desk	wy370		DEVRPT	N			
NONE	NONE	Jared Desk	PC	FOLIO	LASER	N			
NONE	NONE	Customer Support	wy370	FOLIO	LASER	N			
NONE	NONE	Jared Desk	PC		LASER	N			
NONE	tty2a15	Front Desk	wy370	FOLIO	LASER	Y	1	1	

End of Report

prompts available for this report:
⇒ None

Detailed Category Report

This report lists details for all categories or a specific category. Information includes category codes and descriptions, process codes and descriptions and password types.

The "ECI" category cannot be printed out.

Galaxy Resort Galaxy Customer Support (sec.catd)		Detailed Category Report For Category: TEL		Page Number: 1 29-SEP-2001 07:27 AM
Category	Description	Proc Code	Description	Password Type
TEL	Telephone/PBX	gstmsg	Guest Message Inquiry/Entry	N
		hotfeat	Hotel Feature Maintenance	N
		in	Guest Message Inquiry/Entry	N
		menutel	Telephone Operators Menu	N
		ucon	Under Construction	N

Prompts available for this report:
⇒ Include All Categories
⇒ Category